

National Aeronautics and  
Space Administration

George C. Marshall Space Flight Center  
Marshall Space Flight Center, AL 35812



February 10, 2003

Reply to Attn of: QS50 (03-05)

TO: Distribution

FROM: QS50/David J. Spacek

SUBJECT: Minutes of the MSFC Safety, Health, and Environmental Committee Meeting – January 29, 2003

The Safety, Health, and Environmental (SHE) Committee met at 2:00 p.m. on Wednesday, January 29, 2003, in Building 4200, Conference Room P110. The attendance list is maintained on file in the Industrial Safety Department (4202/307). The agenda for the meeting is attached as Enclosure 1.

**Opening Remarks (Nance Jo Ogozalek/ED33)**

Nance Jo welcomed everyone, and expressed appreciation to all for attending.

**Safety Moment (Judy Milburn/QS50)**

Judy discussed an electrical extension cord over-heating incident that occurred at an employee's home, but was identified as a result of a safety-meeting topic at work. A copy of the related safety bulletin is attached as Enclosure 2.

**Management Mentor (Axel Roth/DE01)**

Axel noted that he had heard a concern about having the meeting in Building 4200 due to lack of available parking. He noted that it is acceptable to him if changing the meeting location would be more convenient to other attendees.

**Previous Meeting Minutes (Nance Jo Ogozalek/ED33)**

Nance Jo asked the committee if they had any corrections or comments to previous minutes. No comments were voiced. It was noted that the "Open Actions" list has been moved to the top of the Agenda.

**Open Actions (Dennis Davis/QS50)**

Before discussing the open actions, Dennis brought to the attention of the attendees a new attendance roster. He requested attendees to initial by their name, if listed, or add their name to the blank page. Dennis asked that he be informed of any corrections that needed to be made to the list.

*Mission Success Starts with Safety*

Dennis reviewed the open actions. The due dates for several actions were extended. After discussion, it was agreed that the actions inadvertently omitted from the log at last month's meeting had been appropriately reinstated. Nance Jo requested that everyone review the list and advise Dennis of any other discrepancies. The open action log is attached as Enclosure 3.

### **Special Reports**

#### **Leg Injury Lost Time Mishap (Gary Miller/Boeing)**

Gary discussed a lost time mishap in which an employee's leg collapsed as he was walking into work. The incident resulted in eight days of lost time, but the employee is back at work on restricted duty. There was a lengthy discussion about whether this was a pre-existing injury or an actual mishap. The Committee agreed that it should be taken off the MSFC records until Boeing completed their investigation.

#### **New Security Process at Test Area Gate (Van Blankenship/AD73)**

Van gave a descriptive presentation of the new Test Area gate arrangement and reviewed a Safety Concerns Reporting System (SCRS) issue that he is working concerning the parking arrangement. He felt that the current arrangement was working well and that it was the best they could provide with the current limitations on construction in this area. The Committee requested that he discuss the situation with the submitter of the SCRS before closure. The chart presentation is attached as Enclosure 4.

#### **Medical Appointment No-Shows (Julie Sanchez/FD35)**

Julie presented the results of the Wellness Subcommittee's research into the Medical Center's "No-Show" problem, and proposed solutions to this issue. The Committee approved the proposed course of action. The chart presentation is attached as Enclosure 5.

#### **Office Safety Meeting Helps Home Safety (Nance Jo Ogozalek)**

Nance Jo noted that this topic was covered as the safety moment.

#### **Star Consultant Proposal (Dave Spacek/QS50)**

Dave presented a proposal to invite Star Consultants, Inc., to return to MSFC to help improve our safety program. The proposal included a prioritized list of recommended actions for the consultant. A copy of the proposal is attached as Enclosure 6.

### SHE Organization Reports

#### Industrial Safety Report (Dennis Davis)

Dennis presented the safety metrics and list of Center generic issues identified by the recent self-assessment. The chart presentation is attached as Enclosure 7.

**ACTION SHE-003-003: Provide summary of SHE Safety Self Assessment (Dennis Davis/QS50; Due 2-12-03)**

#### New Business (Nancy Jo Ogozalek)

Wendell Colberg asked about the training of supervisors in performing monthly safety visits. Dave Spacek informed the Committee that training would be available pending availability of funds.

#### Plan Report to Marshall Team Meeting (MTM) (Nancy Jo Ogozalek)

The Committee agreed to present at the MTM, "Home Safety Issue Helps Office Safety," the Wellness Committee report on medical no-shows, and the Industrial Safety Report.

The next meeting will be a SHE Working Meeting scheduled at 2:00 p.m. on Wednesday, February 12, 2003, in Building 4202, Conference Room 326A.



David J. Spacek  
Manager  
Industrial Safety Department

7 Enclosures

#### Distribution:

SHE Committee Members  
Safety Web Page

cc:

CD20/P. Schultz  
CSC/P. Robbins  
DE01/A. Roth  
QS40/R. Mize  
QS50/D. Davis/J. Milburn  
UP10/K. Cornett

**SHE COMMITTEE AGENDA**  
**Building 4200, Conference Room P110**  
**2:00 pm, Wednesday, January 29, 2003**

Open Meeting (Nance Jo Ogozalek/ED33/Chairperson)

Safety Moment (Pete Allen/AD60)

Management Mentor (Axel Roth/DE01)

Previous Meeting Minutes (Nance Jo Ogozalek)

Open Actions (Dennis Davis/QS50)

- Updates (Assignees)

Special Report(s)

- Leg Injury Lost Time Mishap (Randy Willhite/Boeing)
- New Security Process at Test Area Gate (Van Blankenship/TD73)
- Medical Appointment No-Shows (Julie Sanchez/FD35)
- Office Safety Meeting helps Home Safety (Nance Jo Ogozalek)
- Star Consultant Proposal (D. Spacek/QS50)

SHE Organization Reports

- Occupational Health Report (David Thaxton/AD60)
- Environmental Report (Sharon Scroggins/AD10)
- Industrial Safety Report (Dennis Davis)

Organization Reports: [as time allows]

- MSAT
- Communications – Marshall Star Articles on Subcommittees
- Training
- CSF
- Others as needed

New Business - Open Floor (Nance Jo Ogozalek)

- Working Group Meeting Date: Feb. 12<sup>th</sup>, 2 pm

Review New Open Actions (Recorder)

Plan Report to Marshall Team Meeting (Nance Jo Ogozalek)



# SHOPTALK

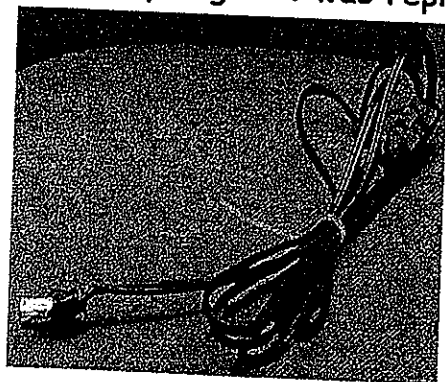


## Electrical Close Call At Home Also Teaches Workplace Safety Lesson

### What Happened?

During an MSFC safety meeting on Extension Cord Safety, an employee asked a question. *Should the extension cord supplying a portable space heater at home feel hot when touched?* The answer: *no, slightly warm is normal, but hot is a definite sign of trouble.*

At home, the employee took a closer look at the cord, and found the damage shown here. The body of the male plug was partially melted around the prongs, with carpet fibers on the prongs. It was replaced with a higher rated cord.



### What Caused It?

The extension cord's rated current carrying capacity was below the space heater's rated electrical current needs. When the heater demanded the power needed to operate, more current was forced through the extension cord than the wires were designed to handle, resulting in excessive heat. This tripped the circuit breaker, so the cord was moved to an outlet on a different circuit. That breaker *didn't* trip.

### What Could Have Happened?

Potential heater damage from insufficient current, as a minimum. More likely, the excessive heat & possible electrical arc would spark a house fire. Combustible carpet fibers, on metal prongs hot enough to melt the plastic plug, would be first to burn.

### What Lessons Can We Learn?

- Always match device & extension cord capacity ratings
- Choose extension cord gauge based on device amperage rating & cord length (higher gauge means lower capacity)
- Circuit breakers trip to protect you-- if it happens twice, don't ignore the hazard warning!
- Good safety meetings can save lives & protect property... on & off the job

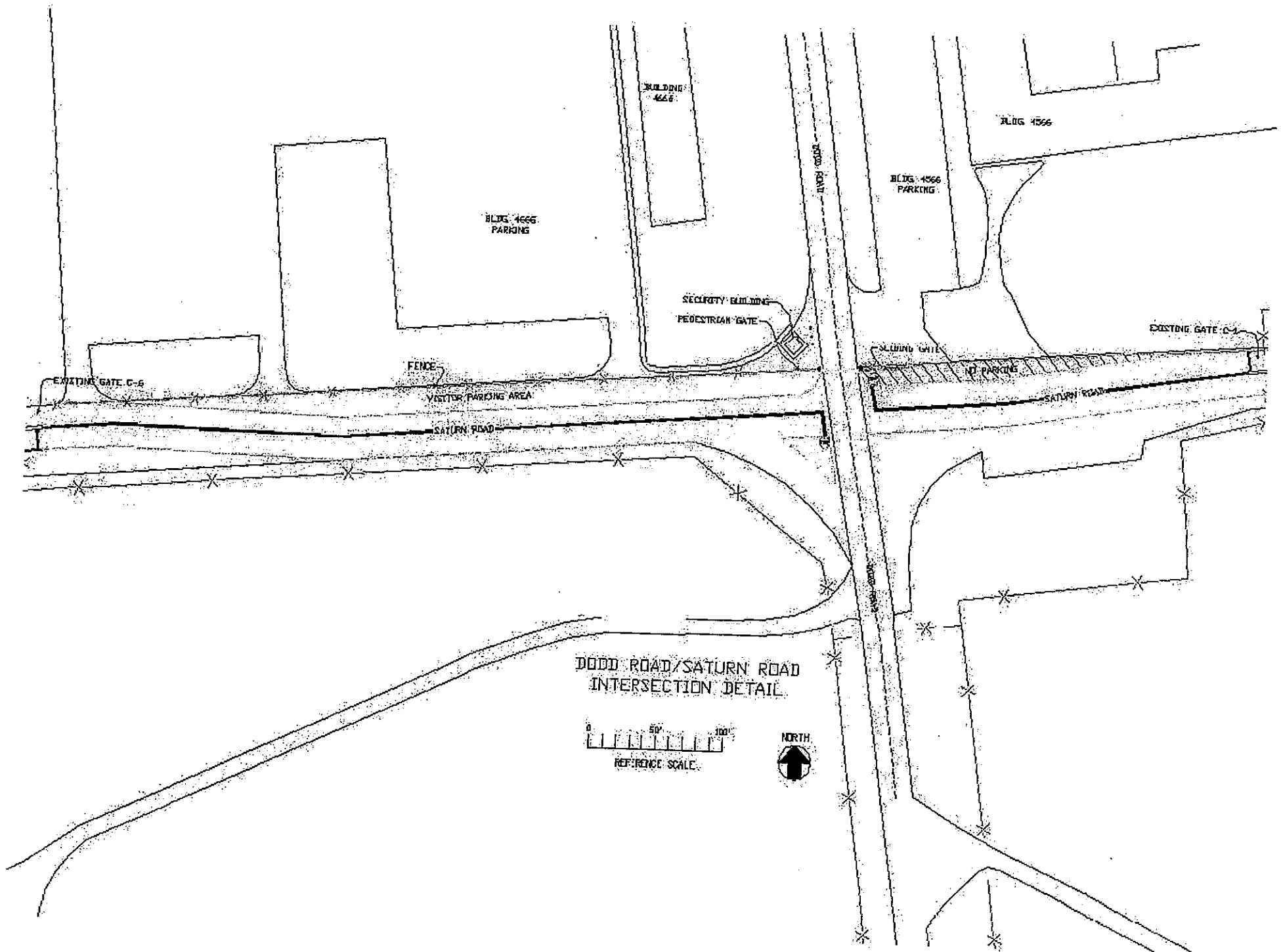
For a thorough explanation of extension cord safety:

<http://www.taunton.com/finehomebuilding/pages/h00010.asp>

## SHE Committee Open Actions January 29, 2003

ACTION NO.	ISSUE/CONCERN	POINT OF CONTACT	ACTIONEE	FINAL PRODUCT	DATE OPEN
SHE-02-007	Dennis Davis showed a sharp increase in the number of late HAZTRAK actions.	Axel Roth/DE01	Organizations with Late HAZTRAK Actions	Either close actions or provide new completion date with reason current date could not be met.	08-28-02
SHE-02-013	A question was raised concerning availability of fire extinguisher training. The Fire Department and Cortez III are providing training but not sure if it being properly recorded.	Nance Jo Ogozalek/ED33	Training Sub-committee	Assure that fire extinguisher training attendance is being documented by the Training Department.	10-02-02
SHE-02-014	The Laboratory Operations Sub-committee proposed that a checklist be developed for supervisors to assure temporary employees receive adequate safety training.	Nance Jo Ogozalek/ED33	Training Sub-Committee	Review proposal for a supervisor's checklist for temporary and new employees and submit recommendation to the SHE Committee.	10-02-02
SHE-02-015	Joyce Eagan reported that no-shows for medical appointments is very high.	Jim Carter/AD01	Wellness Sub-Committee	Investigate and provide recommendations to encouraged employees to keep medical appointments.	10-02-02
SHE-02-019	Jamie Miernik/ERC proposed that the Center make May 2003 Transportation Safety Focus month with emphasis on bicycle riding.	Nance Jo Ogozalek/ED33	Dave Spacek/QS50	Review proposal to make May 2003 Transportation Safety Focus month with emphasis on bicycle safety.	10-30-02
SHE-02-020	Phil Robbins presented the SHE Program Improvements Action Plan	Nance Jo Ogozalek/ED33	Actionees as Identified in Plan	Review the SHE Program Improvement Plan and provide an ECD for each assigned action.	11-13-02
SHE-02-021	Paul Munafo commented that he had trouble understanding and explaining the ratio metrics.	Nance Jo Ogozalek/ED33	Dennis Davis/QS50	Revisit the ratio metrics for possible improvements.	11-13-02
SHE-02-022	T.D. Jackson reported a safety concern with the new Test Area gate arrangement. Judy Milburn noted there were already some plans to improve it.	Nance Jo Ogozalek/ED33	Security and TD70	Report to the committee on plans to improve gate arrangement.	11-13-02
SHE-02-023	Gaines Watts presented proposed restriction-guidelines for test area visitors. Some committee members felt this should be part of a Centerwide policy.	Nance Jo Ogozalek/ED33	Dave Spacek/QS50	Investigate the need for, and develop as required Centerwide guidelines for visitor access to hazardous areas.	11-26-02
SHE-03-001	The Open Action Log shown at the meeting did not appear to include all open actions.	Nance Jo Ogozalek/ED33	Dennis Davis/QS50	Revisit the open action list to ensure all actions are listed.	01-08-03
SHE-03-002	At the last meeting, it was discussed that a process was needed for bringing items to the SHE Committee. It was not captured in the minutes.	Nance Jo Ogozalek/ED33	Tom Dollman/SD01	Develop a proposed process for subcommittees and organizations to submit ideas to the Committee.	01-08-03

ENCLOSURE 4



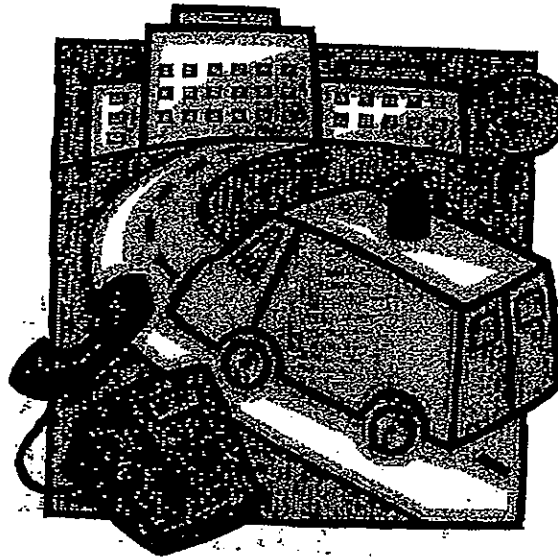
# Medical Appt Attendance

## Wellness and Ergonomics Subcommittee

Julie N. Sanchez (Chair)  
Claudia Tucker (Alternate Chair)  
Judy Milburn (Mentor)  
Beth Skidmore  
Joel Best

Vyga Kulpa  
Steve Robbins  
Scott Pinkston  
Joe Hale  
Charlie Dischinger

# **Action:**



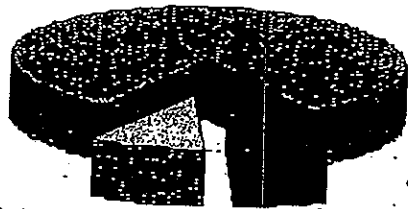
**Investigate and provide  
recommendations to encourage  
employees to keep medical appts**

1/20/03

# Medical Center Appt Metric

July-Dec '02 Patient Summary

■ Total Patients Seen July-Dec '02  
83%



□ Total Late Cancellations  
9%

■ Total No Shows  
8%

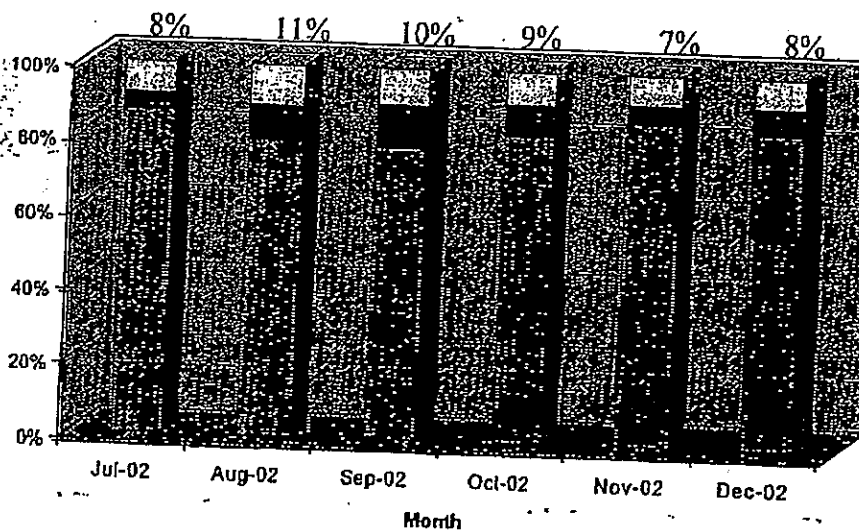
... rates are highest for Lab  
Physical

... st due to no shows (approx  
... each)

... illness of MSFC  
... employees

8%

Total No-Show/Late Cancellations



	Jul-02	Aug-02	Sep-02	Oct-02	Nov-02	Dec-02
Total late cancellations	60	94	79	64	51	49
Total no shows	42	74	85	63	36	45
Total Patients Seen	664	656	605	599	599	529

■ Total Patients Seen ■ Total no shows □ Total late cancellations

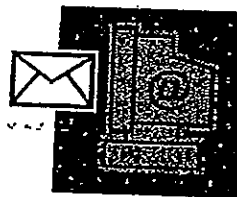
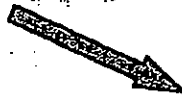
1/20/03

# Current Appt. Scheduling Process

300-350 Lab appts scheduled at beginning of month



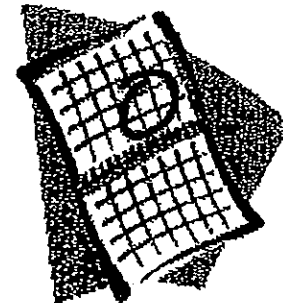
Cards mailed out to each patient



Email sent to patient 1-2 days prior to appt



Recently started calling patients 1 day prior to appt



1/20/03

# Why the trend?

## ◆ Problems with current system

- No feedback from patient on appt until too late
  - Patient not involved in scheduling

- No confirmation of appt

## – No Voicemail on Scheduler's phone

- Deactivated due to volume of messages (over 100/day)

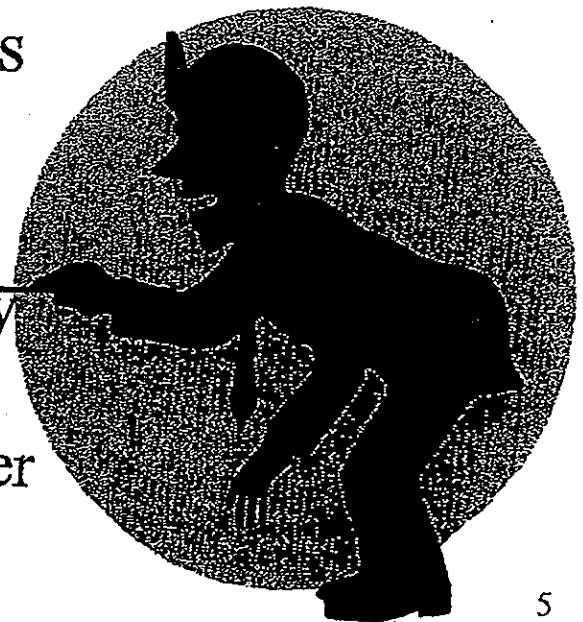
## ◆ Other Contributors to missed appts

- No incentive to have physical

- Fear

- Lack of knowledge of cost/ frequency of missed appts

- Negative perception of Medical Center



1/20/03

# Making a Positive Impact

## ◆ Low cost-immediate fixes

### – Email Notification

- Send out email (MS Outlook invitation) 2 weeks prior to appt. Ask for confirmation of appt. Send out automatic reminders.
- If no confirmation received 1 week prior to appt, cancel and backfill appt.

### – Calling Patients

- Call patients as a reminder at least 2 days prior to appt
  - Allows time to reschedule vacant appt slots
  - Allows more active participation in scheduling

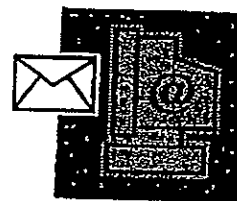
### – Make Mail-out cards more noticeable



1/20/03

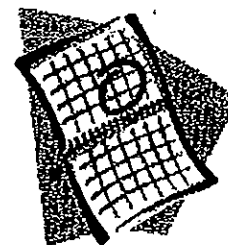
# Proposed Appt. Scheduling Process

300-350 Lab appts scheduled  
at beginning of month

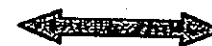


Invite Participants to an  
appt.

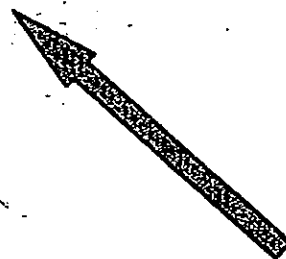
Confirmed Appt



Patients have  
opportunity to reply  
to automated  
phone and email  
messages



Automatic calls to  
remind patients

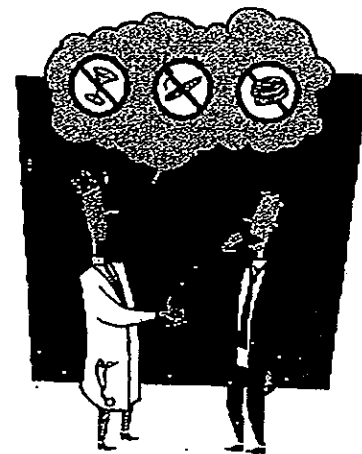


Cards mailed out to  
each patient after appt  
confirmed



1/20/03

# Making a Positive Impact



## ◆ Long Term Recommendations

### – Implement Automatic Calling

- Current MOM S/W can support automatic calling
- Televox House Calls S/W can be integrated into MQM s/w
  - Automatically will phone/fax/email reminders to patients.
  - It provides response options for patients.
  - Cost: \$6190, plus optional maintenance at \$599

### – Advertising Campaign

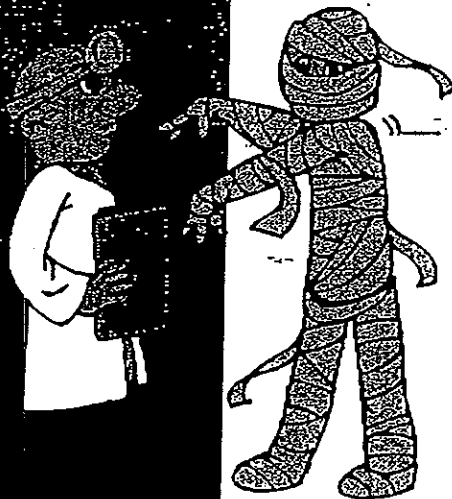
- Highlight benefits of receiving free physical
- Testimonies of individuals who have benefited directly from this service
- Emphasize confidentiality and ability to decline portions of physical
- Execute during month of April to coincide with Fitness Walk
- Mandatory Safety Topic of the month

1/20/03

# Making a Positive Impact

## ◆ Other Ideas

- Online scheduling tool to allow patients to either schedule or reschedule their appts.
- Notify Supervisor/Department Heads of missed appts
- Grant 2 hours admin leave for keeping appts





# In Summary

- ◆ Implement low cost options immediately
- ◆ Develop advertising campaign
- ◆ Assess metrics for 4 months after options implemented to determine need for automatic calling

1/20/03

# **STAR Consultants, Inc.**

## **Proposal**


**Jan. 2003**



## **Background**

- **December 2001 – STAR Consultants performed in-depth VPP Star Certification readiness assessment**
  - **Many strengths & improvement opportunities identified**
- **Early CY02, Center management decision to continue SHE Program improvement initiatives, but not VPP**
- **Significant improvements made over past year, due in part to addressing deficiencies identified by STAR**
- **Due to diverse background with hundreds of other businesses, and familiarity with MSFC, contacted STAR to explore additional consulting services**



## **Scope of Services**

- 1. Evaluate SHE Committee process(es)**
- 2. Define Center goals and objectives**
- 3. Improve hazard assessment**
- 4. Assess internal audit program**
- 5. Develop OMEH FRI's/metrics**
- 6. Enhance SHE trend analysis capabilities**
- 7. Improve root cause analysis**
- 8. Recommend employee motivation strategies**
- 9. Evaluate Ergonomics and Wellness subcommittee**
- 10. Re-assess "red" areas, validate corrective actions**



## **Where Do We Go From Here?**

- **STAR submitted detailed cost plan for each task**
- **A. Roth work with CFO to obtain funding, possibly split over FY03 and FY04**
- **Will work prioritized tasks for which funding is received**



# **MSFC Safety Data for FY03**

(Current as of January 29, 2003)

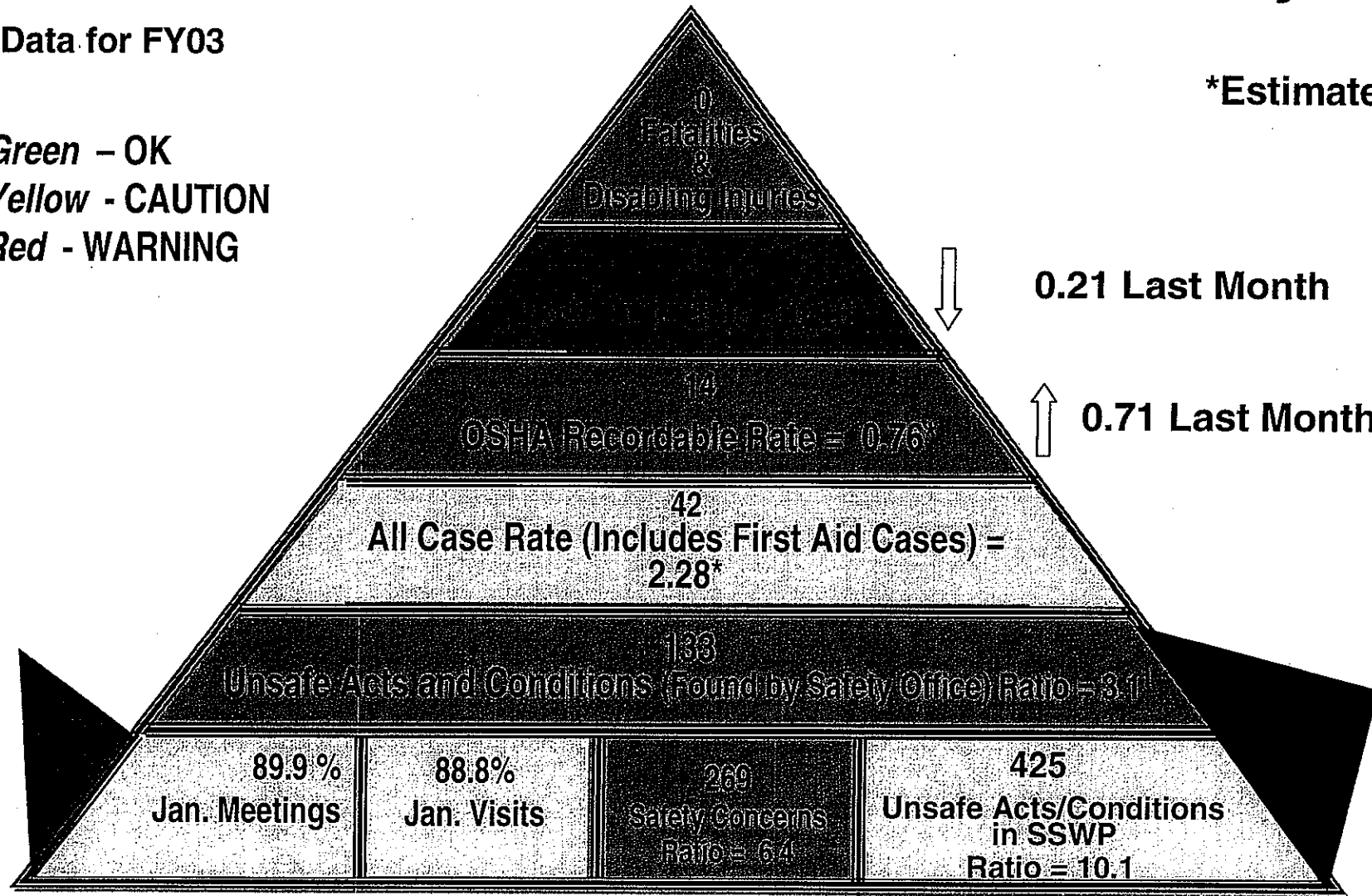
- 
- **Personnel Safety Pyramid**
  - **Leading Indicators**
  - **January Safety Meetings/Visits**
  - **SCRS Report**
  - **Trailing Indicators**
  - **OSHA Recordable Rates by Organization**
  - **FY03 Lost-Time Mishaps**
  - **Self-Assessment Generic Issues**
- 

# MSFC Team Metric - Personnel Safety

Data for FY03

\*Estimated

Green - OK  
Yellow - CAUTION  
Red - WARNING



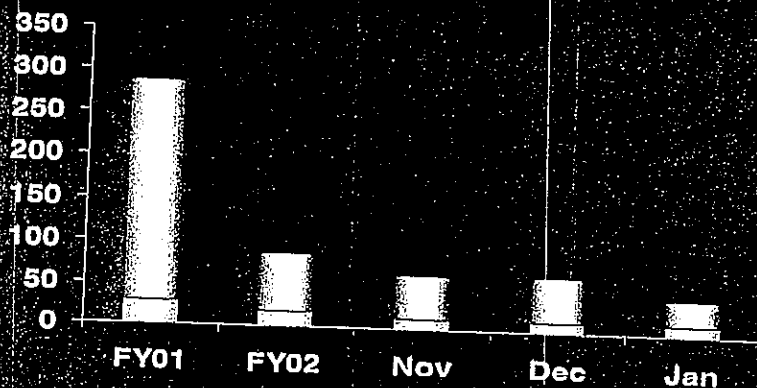
<sup>1</sup> Color maintained green – Inspections started in January

# **Corrective Actions for Red/Yellow Pyramid Metrics**

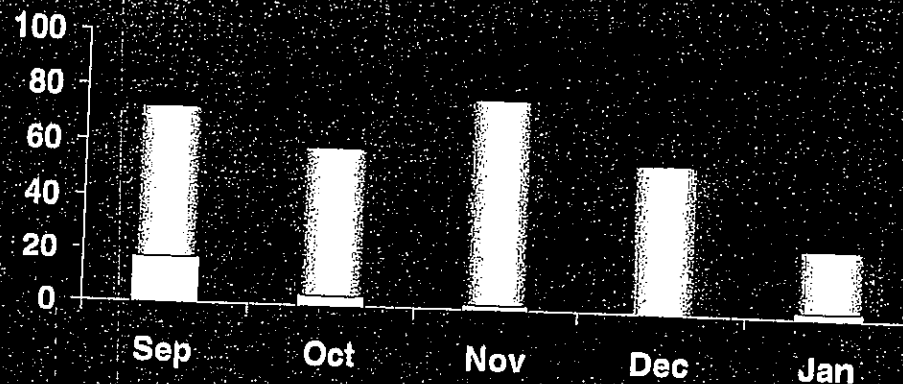
- **Lost Time Rate & All Case Rate**
  - “Back Injury” and “Safety Concerns Reporting” Campaigns being planned for early this Year.
  - Continuing Implementation of SHE Program Action Items identified in Last Year’s Assessments
  - Star Consultants will update Assessment and provide Consultation on Program Direction
- **Supervisor Visits and Meetings**
  - None (Expected to be Green by Monday)
- **Ratio of Findings by Supervisors**
  - Same as for lost time rate above
  - Promote Identification of Unsafe Acts

# Team Metrics - Leading Indicators (01-29-03)

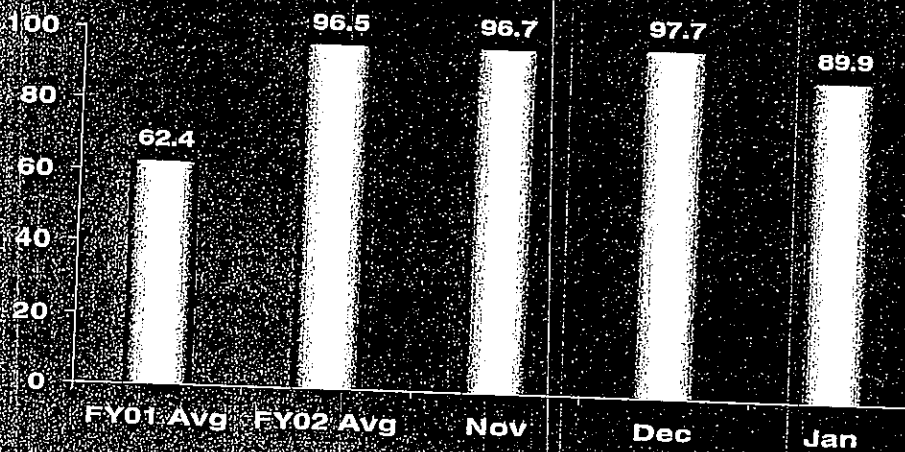
Employee Identified



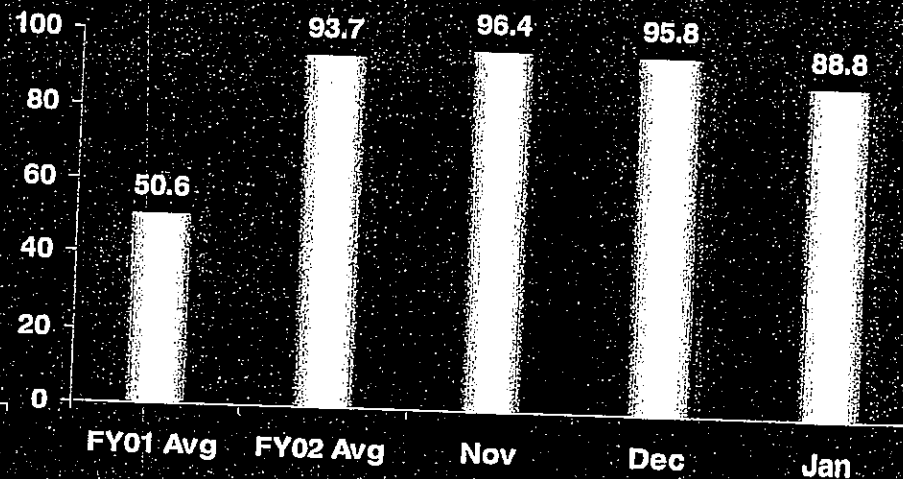
Late Corrective Actions



Supv. Safety Mtgs - % Compl.



Supv. Safety Visits - % Compl.





## **January Safety Meetings and Visits** (01-29-03)

### **HONOR ROLL - 100% both Meetings & Visits**

**LS (14)**

**MP (14)**

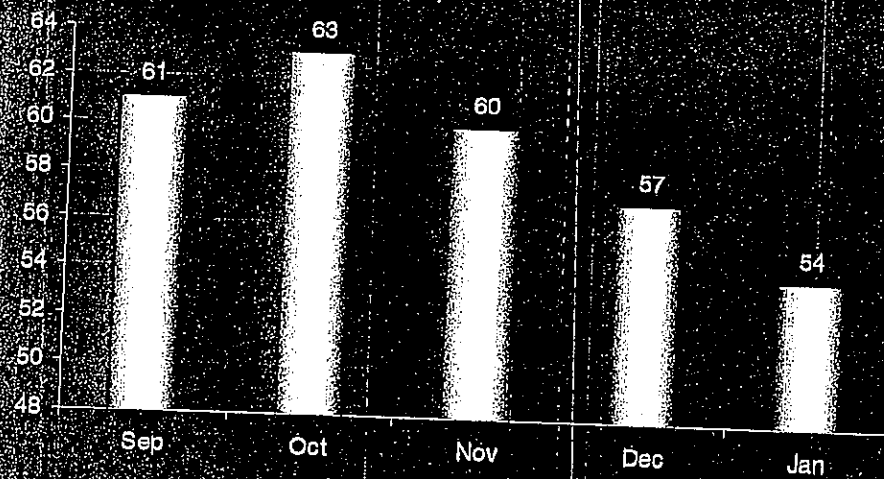
**OS (13)**

**TD (5)**

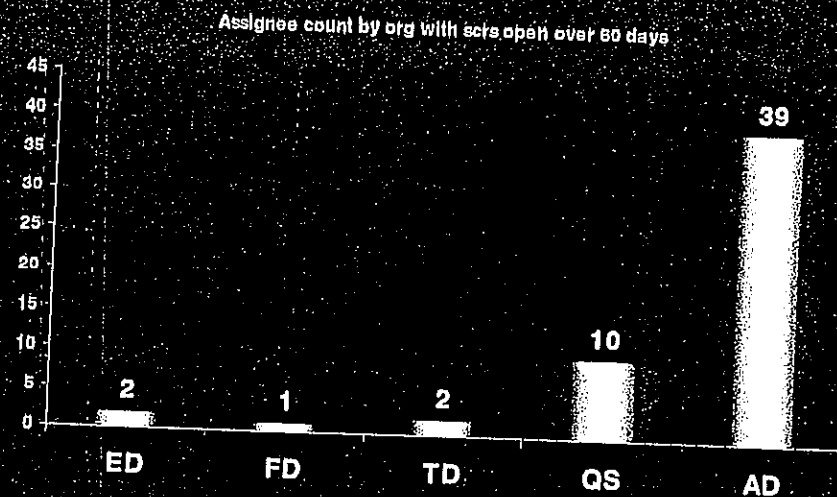
**(Consecutive Months on Honor Roll)**

# SCRS Metrics (01-29-03)

## SCRS Open Over 60 Days



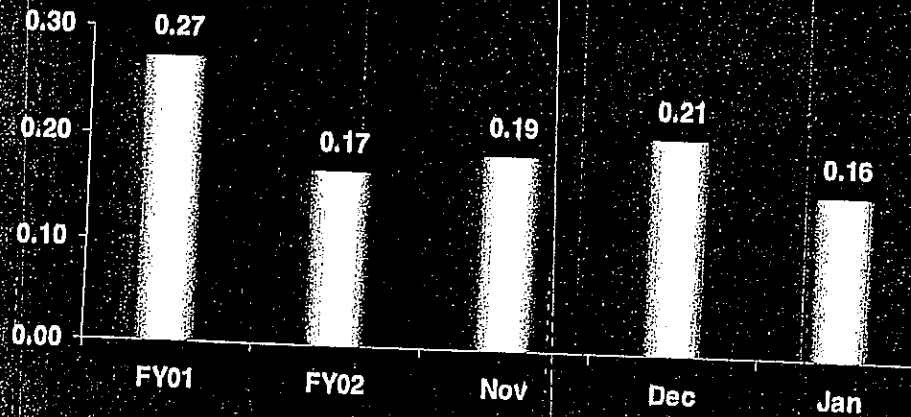
## SCRS Open Over 60 Days by Organization



# Team Metrics - Trailing Indicators (01-29-03)

**Lower is Better!**

Lost-Time Rates



Recordable Rate

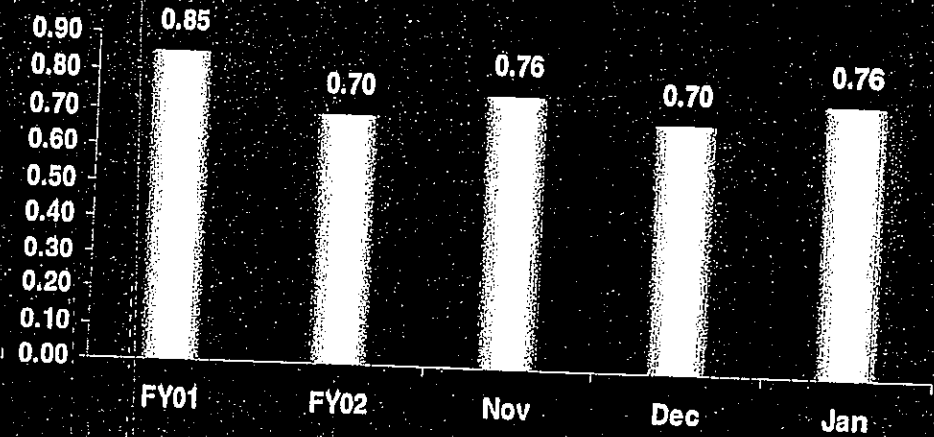
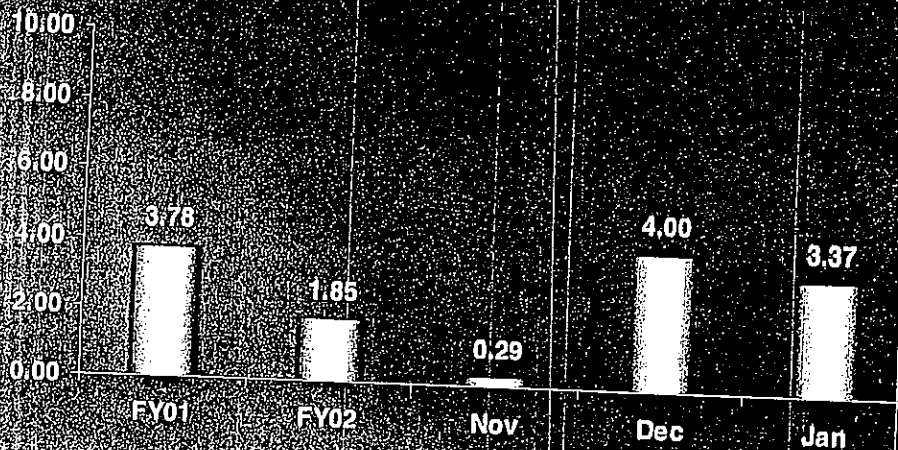
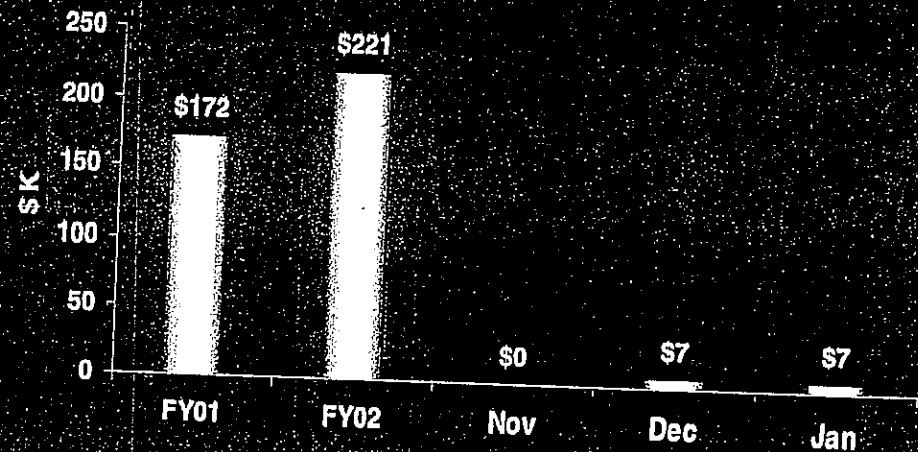


Chart Title

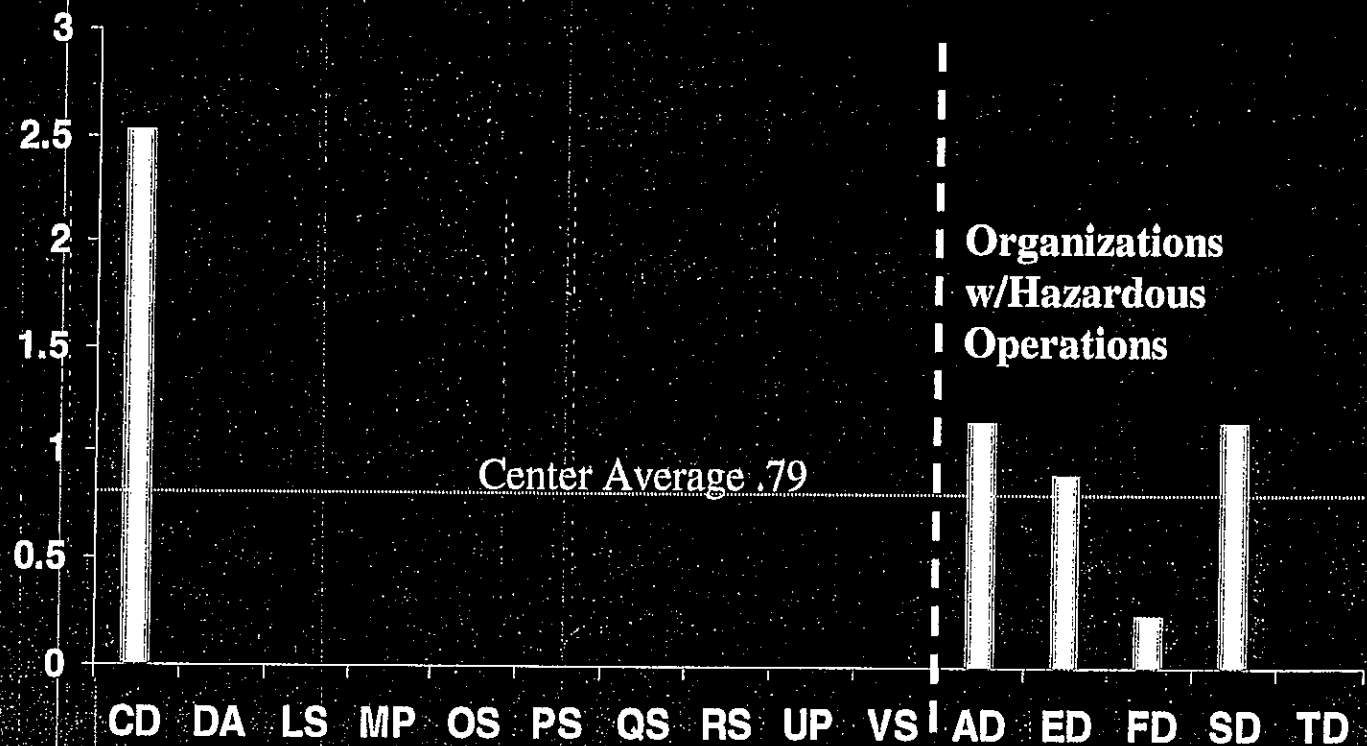


Equipment & Property Damage



# FY03 OSHA Recordable Rates by Organization (Includes Contractors) (1-29-03)

Org.	Hours*
CD	157,278
DA	7,680
LS	7,118
MP	99,382
OS	3,038
PS	78,192
QS	112,632
RS	80,085
UP	85,818
VS	14,852
AD	1,205,032
ED	657,818
FD	792,038
SD	221,769
TD	304,740



\*Hours for Current Month Estimated

# HAZTRAK Finding Status (01-29-03)

AREA	2003	Open Findings	Abatement Plans	Late Last Month	Late
AD01	0	0	0	0	0
AD10	0	0	0	0	0
AD20	33	33	1	4	3
AD30	0	0	0	1	0
AD40	19	22	6	0	0
AD50	1	0	0	0	0
CD	0	3	0	3	3
ED	16	24	9	18	12
FD	5	6	0	7	4
MP	0	0	0	0	0
NSSTC	0	2	2	0	0
RS	0	0	0	0	0
SD	4	11	9	19	2
TD	10	2	2	4	0
Total	133	103	29	56	24

## Terminology

**Open Findings** - Findings that have not been Closed.

**Abatement Plans** – Approved interim hazard controls in place until finding can be corrected

**Late** – Findings open > 45 days with no Abatement Plan submitted, or Abatement Plan ECD has passed.

\*Includes 45 Reopened Findings

NOTE: Greater than 20% late goes Red

# Mishaps - Corrective Action Closure (1-29-03)

Responsible Organization	Open Mishap Cases		Corrective Actions			
	Total	New	Total	New	Late last month	Late this month
AD01	8	1	7+	1	0+	0+
CD01						
ED01	4	1	10	2	0	0
FD01	0	0	0	0	0	0
LS01						
MP01						
OS01						
PS01						
QS01	1	0	1	0	0	0
RS01	0	0	0	0	0	0
SD01	1	0	1	0	0	0
TD01	1	0	2	0	0	2
VS01						
UP01	0	0	0	0	0	0
Totals	15	2	21+	3	0	2+

NOTE: Greater than 20% late goes Red

**FY03 Lost-Time Mishaps** (01-29-03)

**New Lost-Time Cases Since Last Meeting**  
**NONE**

- 10/24/02 – Employee tore tendon while lifting sheet metal, required Surgery – Lost 55 Days +**  
**10/28/02 – Employee slipped and fell off sidewalk, injuring right foot – Lost 2 days**  
**11/01/02 – Employee strained lower back while lifting a box – Lost 1 day + 3 restricted days**

☐ Slips/Trips/Falls

☒ Back Injury

☐ Other

# Self-Assessment Generic Issues

## SHE Program Checklist

- Does your organization have adequate resources (eg. funds, manpower, etc.) to correct hazardous conditions?
- Have you reviewed your organizations FY2002 PEP Summary Survey results?
- Do you promote MSAT (Marshall Safety Action Team) membership?
- Do you know who your MSAT organization representative is?
- Have housekeeping rules been established and posted in your areas of responsibility?
- Have you performed a PPE self-assessment for your personnel?
- Have you completed your training needs assessment?

## MSFC Office and Non-Hazardous Area SHE Checklist

- Have your employees been informed on the proper procedures to use when reporting musculoskeletal disorders (MSDs) and their signs and symptoms?
- Have MSD hazards been addressed in each employee's Job Hazard Analysis (JHA)?
- If employee is not present during the annual fire drill, is the drill procedure reviewed with that employee?